Capacity Building for Nurses in Hospitals

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ARTICLE INFORMATION

ABSTRACT

Nurses in carrying out their duties require an increase in ability, expertise, and skills in carrying out health care tasks to meet the level of patient satisfaction. The purpose of this study is to analyze the capacity development of nurses in hospitals. The researcher uses qualitative research whose data sources used are primary and secondary data sources. The data is collected by observations, interviews, and document studies. Data analysis used is qualitative descriptive through interpretation and deep meaning by simplifying data, presenting data, making conclusions, and validating data by triangulation of data. The results showed that the process of developing nurse capacity has been carried out through changing systems of integrated nurse capacity building patterns and in-house training; determining factors determining nurse capacity development as follows; leadership; commitment; culture; spiritual; and technology. Later the researcher conclude that the strategy of increasing the capacity of nurses in health services can be realized through education and training based on spiritual and technological aspects in developing the capacity of nurses in hospitals.

Keywords: Capacity Building, Health Services, Patient Satisfaction.

INTRODUCTION

Public service is one of the important functions of government which has a broad meaning because it involves meeting the needs of the community with various interests and needs. The provision of public services provided by the government to the community is expected to be accepted and felt by all levels of society. Another study shows that public service has a broad meaning because it affects a certain community's needs and interests (Ahmad, 2018). As everyone knows that health is one of the important things in the world. Therefore, because of its great values, Pananrangi, Caco, and Suprapto (2021) state that public health centers are required to provide better services to the community. It is necessary to increase and improve the quality of services according to community expectations as the number of patients increases from year to year. Not only that, changes in public organizations in the health sector are complex in building human resources, especially nurses (Kuipers et al., 2014). As Hirshon et al. (2013) said that health services are aimed to maintain and rehabilitate public health. Nevertheless, the results of the study from AL-Mhasnah, Salleh, Afthanorhan, and Ghazali (2018) show that the low level of patient satisfaction is influenced by the low quality of services provided. This condition is triggered by immature organizational planning and strategy. The process of implementing this organizational capacity building will have implications for the organizational structure which is still not well structured and effective due to weak coordination between personnel (Camisón & Villar-López, 2014). That capacity building as a group plans, implements, and evaluates nursing capacity building programs (Ridge, Klar, Stimpfel, & Squires, 2018). Hence, Fricchione et al. (2012) state that an optimal approach to building capacity in global mental health care will require partnerships between professional resources. The competency profiles of the three core domains of self-awareness and use, the spiritual dimension of the nursing process, assurance and quality of skills, and the six core competencies of dealing with one's own beliefs, handling the subject, gathering information, discussing and planning, providing and evaluating, and integrating into the policy (Paul, Jena, & Sahoo, 2020). The results of this study offer a prototype model of a nurse's capacity development strategy, namely education and training based on spiritual aspects and technological aspects of developing nurse capacity in providing health services. That the better spiritual-based nursing services, the higher the patient satisfaction, and technology guides nurses as health service providers to provide excellent health services.

The role of nurses in providing services in the hospital is very important, they had to accompany the patients for 24 hours straight. Not only that, yet ability, skill, and professionalism must be maintained. Therefore, there needs to be an effort made for the capacity building of nurses in providing quality health services in hospitals. The reason is that the increase in nurse capacity is closely related to health services in the community, so the role of the community is needed (Yousafzai et al., 2014). Le et al., (2015) said that compassion for nurses in providing nursing services is important. Nevertheless, various kinds of unhealthy social behavior are based on genetic factors, age, and lifestyle so excellent health services are needed (Oruh, Agustang, & Agustang, 2021). Therefore, the purpose of this study is to analyze how the strategy of increasing the capacity of nurses in providing health services.

LITERATURE REVIEW

Nursing management learning or course based on a scientific approach is valid, practical, and effective (Setiadi, Radiman, Tupti, & Jufrizen, 2021). Evidence-based nursing can help nurses to promote the development of their critical thinking (Cui, Li, Geng, 2018). The professionalization of nurses globally is significant not only for the nursing workforce but also for patients and the health care system (Gunn et al., 2019). Nursing competencies include the core abilities necessary to fulfill one's role as a nurse. However, while concepts around nursing competencies are important for improving the quality of nursing, they are still not fully developed (Fukada, 2018). The findings of other researchers are strategies for capacity development of nurses in health services through education and training based on spiritual and technological aspects. Capacity building is viewed from the aspect of knowledge which includes formal education and training (Rasdiyanti, 2018). Research results from Puchalski et al. (2014) found that spiritual care is a fundamental component of high-quality compassionate nurses and is most effective when recognized and reflected in the attitudes and actions of patients and healthcare providers. The model, Nursing Capacity Building in developing countries, illustrates the dual nature of capacity building for nursing education by describing aspects of bottom-up strategies and edge-pulling strategies that require strategic planning (Koto-Shimada et al., 2016). Np practice pattern for HF management in long-term care settings by national standards of care (Harrington, 2016).

Limited QI capacity building within the Framework for Guiding QI Capacity Building Evaluation, can be used to begin closing this knowledge gap (Mery et al., 2017). The establishment of infrastructure that enhances benefits and reduces challenges is necessary to effectively research the environment, build capacity, and advance nursing science (Montgomery et al., 2021). Conceptualization of nurse capacity building by practitioners includes human resources for health, in particular pre and post-nursing licensing training, and human resource retention (nursing) (Ridge et al., 2018). Building clinical education training capacity in nurse practitioner programs is essential to building a primary care workforce and for addressing access to care issues (Drayton-Brooks et al., 2017). An important problem commonly found in the evaluation of nurse practicums is the effect of assessment. One effective solution is appraiser training (Kamonratananun et al., 2016). Eligibility to expand similar online capacity-building programs in collaboration with policy leaders, academics, and doctors on-site (Erlandsson et al., 2021).

RESEARCH METHOD

Study Design and Settings

Descriptive qualitative research with a case study approach. Sources of data and informants, namely; primary, secondary, and document data. The focus of the research is to increase the capacity of nurses in health services and their locus at the Makassar City Hospital. Researchers as research instruments, in general, managed to get valid and reliable data by going directly to the research location and conducting interviews with predetermined informants. Data collection techniques are carried out as follows: observation, interview, and documentation. The validity of the data is carried out to prove whether the research conducted is scientific research as well as to test the data obtained. The data validity test that can be carried out is Credibility, Transferability, Dependability, and Confirmability. The data analysis

technique used consists of four stages, they are data collection, data simplification, data presentation, and concluding.

RESULT

Based on the overview of the health care process by nurses at Makassar City Regional General Hospital, the results show that nurses have provided health services based on standard operating procedures that have been determined at Makassar City Hospital. Standard Operating Procedure (SOP) is a procedure or stage that is standardized and that must be passed to complete a certain work process. Moreover, the function is to maintain consistency of performance level or certain conditions and where officers and environment in carrying out certain tasks or jobs. Not only that, understanding the needs and desires of patients with standard performance is very important so that it affects patient satisfaction. In general, a nurse is a person who has been prepared through education to participate in healing and taking care of sick people, rehabilitation therapy, and disease prevention. Thus, he carried out alone or in the care of the chief nurses, supervisors, and supervisors' doctors. Ability and skills as individual variables are the main factors influencing an individual's work behavior. Nurses who have fewer skills in performing care will also have less performance due to lack of ability to carry out the care process and if not supported by adequate equipment it will affect the performance of the nurse itself. Therefore, nurses in hospitals can attend training so that their knowledge increases. In addition, the arrangement of career paths also needs to be clear to create positive behavior Motivation has a great influence on performance, so efforts are needed to improve motivation, compensation, and a good work environment for employees to improve their performance. among nurses (Fauziningtyas et al., 2020). The findings of other researchers are determinants of nurse capacity development; commitment, leadership, resources, and culture. There is a significant impact of multiple role conflicts on work stress and a significant effect of work stress on nurse performance (Siswadi et al., 2021). For that reason, motivation has the strongest influence on performance, so efforts are needed to increase motivation, compensation, and a good work environment for employees to improve employee performance (Mansyur et al., 2021). According to Lode et al. (2015), nurse leaders are critical to building evidence-based practice and culture, thereby enhancing nurses' attitudes and capacities. Not only that, knowledge and skill requirements for quality improvement and patient safety have been explored and recommended made for quality and safety education for nurses (Scott & Miles, 2013). The essence of the nursing process for clients lies in the great benefits for clients, nurses, and the nursing profession as a whole (Shewangizaw, 2015). Knowledge and skills are a condition for improving patient quality and safety.

On top of that, there's nurse compliance which has a meaning of the extent of a nurse's behavior by the provisions that have been given by the nurse's leadership or the hospital. Nurse compliance in the application of nursing standards and operational standards of the procedure is one measure of the success of nursing services so that there is no infection in the wound that can result in the length of care and complications.

DISCUSSION

The Determinant Factor of The Development of Nurse Capacity in Makassar City Hospital

Public service is one of the important functions of the government that has broad meaning because it concerns the fulfillment of the needs of various communities of interests and needs. The provision of public services provided by the government to the community is expected to be accepted and felt by all levels of society. Along with the development of the era, the mindset of the community in public services prefers in terms of especially those that are fast, affordable, and quality. Public service is one of the important functions of government that has broad meaning because it concerns the fulfillment of the needs of various people's interests and needs. The provision of public services provided by the government to the community is expected to be accepted and felt by all levels of society. This must be by the standards of service costs that are relatively cheap with good quality and can reach all areas, especially remote areas that often get less attention from the government. Hospitals are one of the subsystems of the national health care system as a whole that serves to meet the primary needs of humans either as individuals, communities, or nations that are useful to improve the degree of health. Various processes are carried out by the medical profession, paramedics, and non-medical as an effort to improve the level of public health. Good quality is if the service provider provides service exceeding customer expectations. On the other hand, bad quality can be seen from the way customer obtains service that is lower than their expectations. Thus, efforts to create customer satisfaction require a balance between the needs and wants of the customer and what is given by the service provider. Then, the determining factor can be seen from shared commitment, leadership, communication, resources, and culture are the deciding factors in developing the capacity of nurses in hospitals.

Nurse Capacity Development Strategy in Health Services in Makassar City Hospital
Capacity building is viewed from the aspect of knowledge that includes formal education and technical training which shows a good result. However, there are still constraints in terms of budget in providing opportunities for employees to follow formal education and technical training, as well as planning every adequate budget post to meet the needs in the development of the framework capacity. Therefore, the right strategy is needed in efforts to improve public services in the field of health to the community. The following nurse capacity-building strategies can be put forward as spiritual approaches and technological attachments. This strategy becomes a guideline for hospitals in improving public services and improving the quality of human resources. To improve public services, the strategy is developed into improving the quality of behavior and professionality of nurses in providing involution health services and improving facilities that support the quality of public services. The conceptual model of nursing is a way of looking at the situations and working conditions that nurses involve in them. The conceptual model of nursing shows clues to organizations where nurses get information to make them sensitive to what happens at some point with what's happening at a moment's notice and knows what to do with nurses. Even so, nurses generally face stress, pressure, fatigue, and anxiety recognized as a source of difficulty in the workplace, leading to decreased perceptions of health and well-being (Mcdonald et al., 2013). For that reason, spiritual care is important for every nurse to know. The reason is that spiritual care has implications for staff training and education, staff motivation and health, organizational culture, best practices, quality of care, and most importantly, for patient health (Cockell & Mcsherry, 2012). As Amiruddin and Murniati (2020) state that there is a relationship between the application of the spirituality of nurses and the fulfillment of the spiritual needs of patients in health services.

Nurses as health workers have the greatest opportunity to provide health services, especially comprehensive nursing, holistically helping clients meet their basic needs. That a deeper understanding is needed of the key behaviors and attitudes that lead to improvement through compassionate care (Sinclair et al., 2016). Collaboration with communities encourages collaboration, builds cultural competence, increases research transparency, supports capacity building, and disseminates research findings (Claw et al., 2018). Spiritually positive and significant influence on the quality of performance can be explained through exploratory indicators which characterize whether a person will be satisfied precisely or not. Because of the burden or risk of the task, the nurse is charged with sharing information or at least being close to others. Besides nurses are very good at motivating both themselves and others. Therefore, in interacting with patients they do not object to taking the time to communicate. They are willing to provide their time to make the patient understand and aware about all things they need to know, even outside of health issues.

The prototype model of nurse capacity development is a way to look at situations and working conditions involving the nurse's abilities in it. The conceptual model of nursing development shows clues to organizations where nurses get information to keep them sensitive to what's going on at some point with what's happening right then and there and know what nurses should do. In providing services to the community, health workers always follow the development of technology in the growing health field. To further improve service to the community, service personnel must also develop themselves to keep up with developments and be innovative, creative in themselves to technological developments in the field of health services. The spirituality of the hospital as well as the religious symbols used in interacting. Greetings and familiarity can be felt in some rooms both with patients and with colleagues. This is seen with a smile that continues to be given to the patient, making the patient feel calm and feel cared for and want to recover quickly. Upaya creates new ways of providing health services in line with the development of technology in the field of health through efforts to implement Hospital Management Information System (SIMRS), work culture, SOP, and provide flexibility to nurses to be creative and innovate in providing health services using existing technology.

Research findings on the process of health care by nurses show that they have provided health services based on predetermined standard operating procedures. Standard Operating Procedures (SOPs) are standardized procedures or stages that must be passed to complete a certain work process. Another study said that nurse compliance in the application of nursing professional standards is a measure of the success of nursing services (Suprapto, 2021). Knowledge in hospital nursing services to build learning organizations gained from sharing knowledge and experience between nursing staff (Harihayati & Widianti, 2019). That compensation and promotion can improve work performance (Khatibi et al., 2012). Quality nursing services are defined as consistently pleasing patients by providing effective, potent, and efficient healthcare with the latest clinical guidelines and standards, which meet patient needs and satisfy providers. (Mosadeghrad, 2013). Therefore, it is in line with Suprapto et al. (2021) statement that the competence of nurses needs to be improved through training, coaching through assigned teams, and collaboration with colleagues. Additionally, a nurse must have the ability to respond, service speed, and service accuracy (Andriana et al., 2021). To maintain a consistent level of performance of nurses under certain conditions, a nurse must be able to understand the needs and desires of patients according to standards, which is very important so that it affects patient satisfaction.

CONCLUSION

From the research study above, the researcher concludes that the strategy of developing the capacity of nurses in health services can be realized with education and training. Thus, as depicted in the result and discussion, the realization can be realized through both spiritual aspects and technological aspects. Based on the study above, the researcher recommends to improving the health care process that nurses in carrying out their basic duties and functions should be guided by the implementation of operational standards of procedures that have been established to maintain the quality of health services in hospitals.

Relevance to clinical practice
Researchers' findings as a solution in realizing superior nurses through education and training based on spiritual and technological aspects. That the better the spiritually based nursing service, the higher patient satisfaction, and the technology guides nurses as healthcare providers to provide excellent health services.

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Conflict of interest
There is no conflict of interest

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